

- 10/5/90 Submitted Request for improved Super.
(Returned form to Bill Taylor)
- 10/5/90 Filled out and sent "Business Traveler Profile"
to Elaine.
- 10/5/90 ^{Production} Double-checked, O.T., Changeover Info, etc.
Finalized Analytical overtime schedule
- 10/5/90 Ed Tucker called and said that Aubrey, Lt₃
will come to Louisville next week for
another special PZ test.
- 10/5/90 In planning of new lab (if necessary) it
was suggested that an area (office type)
separate from instrumentation area be
included for paperwork, etc. (fewer
distractions) area would not be non-
smoking area.
- 10/5/90 Called Pathfinder Associates for confirmation
of Oct 11 Seminar. Tammy, Kevin and
myself-registered.
- 10/8/90 Picked up Safety Award Selection package
from Kevin Connell.
- 10/8/90 Bill Taylor said that tax and nicotine numbers
from Richmond will be forwarded to me. Bill
asked that I review these numbers when
they arrive (routinely) and get with him ^{Return} _{Memos to}
Tammy.
- 10/8/90 Meeting with Bill Taylor, Tammy Weston and
Delmar concerning changes in Mat's Eval
program.

2055559106

10/18/90 Barry Griffin to be in Analytical for training Oct. 18.

10/18/90 Investment in Excellence class changed - Now scheduled for November 2 & 3 and December 7 & 8.

10/18/90 Del said that Viola Strong had been injured (not recordable). I asked her to make sure I get accident report today.

10/18/90 Changes in Materials Evaluation program effective Nov. 1:

- Expand on yearly audit (longer audit - 3 days)
- Jimmy Weston will have access to Purchasing Computer.
- Internal Audits (to be done by Louisville Analytical personnel) Report to Attn: Mr. Lynch with a copy to Jimmy - Also copies to pertinent Louisville Q.A. personnel.
- Persons to be trained on internal audits: Delmar, Marty, Mark and myself.
- More frequent committee meetings (Possibly 6 per year) Other Analytical personnel may attend some of these in Delmar's place.
- Fewer copies of the "Redbook" will be distributed.
- First internal audit & training tentatively scheduled for week beginning Oct. 29.
- Toxicologist more involved in materials evaluation - Has been hired - he will participate in audits.
- Larger database for decision-making.
- Comments section added to database.
- Richmond Purchasing will notify Materials Evaluation when replacements are found.
- Access to Info. when non-approved materials are used.

2055559107

10/8/90
(Cont)

- Purchasing will aid in prioritizing materials to be analyzed.

- First or second week in April - Report due.

10/9/90

Sorted safety award selection sheets for all eligible Q.A. employees. Distributed to appropriate supervisors with instruction sheet - asked that all copies be returned to me by Friday.

10/9/90

Checked with Primary - No change in status of project - Testing of all flavors before use.

10/9/90

Rejected truck - Refer Quality Alert.

10/9/90

Investigated accident - Viola Strong - Not recordable - Sent report to Kevin Connell.

10/9/90

Bill Speicher's Staff Mtg - Projects:

- Mentholated foil test - Impact of feeding rejects back

- Send Burley & Bright standards back to S. Macken

- Status of testing of all flavors before use.

Other topics applied to other areas of Q.A.

10/9/90

Lester Glover called from Richmond requesting menthol foil data for B&H Sn - Nic 100's and 83 mm - most recent production. Sue faxed the info. to him.

2055559108

10/9/90	Advised John Spradling and Janice Branan that Pamela Frazer and Ruth Kort are not eligible for 1990 safety awards.
10/13/90	Ed Tucker called and said that another menthol ^{for Tomona} PZ test involving ML-17 and ML-38 is being planned. Plug and PZ testing in Louisville will be requested.
10/10/90	Last week in October tentatively scheduled for internal audit training - Materials Evaluation.
10/10/90	Reviewed and copied accident report - Viola Strong - forwarded to Kevin Connell.
10/10/90	Dubrey Utz was in Louisville for ML-17 and ML-38 PZ test. Sent results to Ed Tucker.
10/10/90	Pat Cary submitted a cost reduction suggestion to Denny involving additional tanks in flavor production area in order to expedite flavor sampling / testing.
10/10/90	MES Meeting - Refer report
10/10/90	Wednesday Afternoon Staff Mtg - Refer Minutes
10/10/90	Talked with Bill Speicher & Bill Taylor concerning the possibility of putting radios in GC Room & Flavor Room to improve communications - Sample testing.
10/10/90	Talked with Stu Burns - Testing of Flavors Before Use (Status) - He said that he is still working on the procedure. Plan to try to implement Oct 20 with a two week trial period to follow. I told him that a longer trial period may be necessary.

2055559109

- 10/10/90 Sorted and separated safety award tickets - White and yellow sheets will be returned to Kevin Connell when all have been received. Pink copy will be retained in my file until awards are distributed.
- 10/11/90 Kevin Connell and I attended a seminar on "Occupational Exposure to Hazardous Chemicals in Laboratories" pertaining to the new OSHA Regulation 29 CFR Part 1910.
- 10/11/90 Bill Taylor obtained radios for GC Room. Keith Haynes said that he will provide a radio for Flavor Room personnel.
- 10/11/90 Talked with Bill Speicher and Bill Taylor - Need to set-up a meeting to discuss issues involved in the new OSHA Regulations.
- 10/11/90 Anna gave me a copy of the Domestic and Export Brand Code list. She said she will put me on distribution for updates.
- 10/12/90 Set-up production and changeover coverage (GC Room) for weekend.
- 10/12/90 Recd. Holliman memo concerning ^{low} menthol in smoke on several Louisville brands. Reviewed pack menthol data - Close to target. Bill Speicher called Charlie Bates. Charlie said that he had seen the memo and would look into it. He said not to worry about it at this time.

2055559110

10/12/90 Bill Speicher said that milk chocolate was found mixed in pallets of Cocohline chocolate at the M.C. This prompted Charlie Bates to request that all locations begin qualitative analysis of all incoming cocoa, chocolate, sugar, and licorice.

10/12/90 Concerning the above, Bill Speicher, Bill Taylor and I felt that it would be a good idea to make an "awareness board" with good samples of each of these flavors for Production Flavor Room personnel with quantitative spot-checks by Q.A. personnel.

10/12/90 Bill Speicher, Bill Taylor and I called Charlie Bates concerning the dry flavor situation. Charlie requested that Q.A. do quantitative analysis on all incoming shipments of these four flavors. Bill Speicher suggested that we try using the smoke panels for appearance/odor testing of these flavors. This is due to personnel shortage in Analytical Lab.

10/12/90 At the suggestion of Charlie Bates, I called Ed Tucker and requested reference samples for the flavors mentioned above. Woody Thomas returned call and said they will send samples.

10/12/90 Asked Mark to printout graphs with all Total Pack data for all brands tested in September (Refer Pg 150 - Bottom)

10/12/90 Asked Pat to work 11:00 AM to 7:00 PM shift within the next few weeks to learn to enter & report (computer) pack menthol data. Pat will train Marty to help out after she is trained.

2055559111

- 10/12/90 Returned completed LSPP Lab Safety Award sheets to Mike Curran ^{awards} to be distributed at LSPP
- 10/12/90 Barba Damien is Richmond Contact for training on Ambrosia procedure - LC
- 10/12/90 Unable to meet with Bill Speicher and Bill Taylor concerning OSHA Regulations due to other problems/projects. (Refer Pg 150 & 151)
- 10/15/90 Continued to process safety Award tickets - Reminded employees that had been on vacation last week that tickets must be turned in this week.
- 10/16/90 Kevin Connell asked me to ^{review} a tape - "Lab Safety's Handling of Hazardous Materials" He said that this tape meets the training requirements of the new OSHA Regulation.
- 10/16/90 Sent Burnett St. Safety Award tickets to Steve Metzmeier. Awards will be distributed to Lab personnel at Burnett St.
- 10/16/90 After investigation of documentation: (Per App signed by Employee & super that STP's had been reviewed) However - Del Smith / Joe McBeth could find no supporting documentation. Investigation Completed. Supporting documentation found.
- 10/16/90 Called Tom Kemp - Pipe leaking on 6-8 near entrance to 6-1 Lab - He came to Lab - I showed him the leak - He said the leak would be repaired promptly.

2055559112

10/16/90 Picked up video (Refer # 152) from Kevin. Unable to preview today. I told him I would preview and return the video to him tomorrow. The tape must be returned to Supplier within 48 Hours.

10/16/90 Repeated sampling of Sils 15 revealed the sils to be low in menthol. I talked with Dan Block - He agreed to blend the sils with a good sils #350 and submit samples to Lab every hour. I instructed the technicians to let me know if any of these samples were out of spec.

10/16/90 Greg Nixon (Richmond Purchasing) requested that Delmar accompany him to Union Carbide in New Jersey to demonstrate our procedure for the sampling of tank trucks and print-out our criteria for rejection of shipments. He said that it would be a one day trip and it would assist Union Carbide in their "Total Quality" Program. I checked with Bill Speicher - He gave approval. I asked Delmar to call Greg Nixon to set-up the trip.

10/16/90 Jim Hutchinson called Bill Speicher from Richmond and asked for update - Changes in Primary faxed to him - He said his last update was in 1987. (He is not on distribution for manuals). I faxed 1986 through present Info. to him.

10/16/90 Tried to get together with Denny & Bill Taylor on Menthol foil rejects test but Problems, Projects and planning for Managers (Q.A. and General) meetings in Louisville prevented.

2055559113

10/16/90	Checked with Kevin Connell - He said he is still awaiting word from Richmond as to how we will handle OSHA Lab Safety Regulation.
10/16/90	Reviewed OSHA Lab Safety training video - Recommended to Bill Speicher that we purchase - Bill agreed - Called Kevin - He will fill out Purchase Req. and send to us for signatures. Returned video to Kevin's office.
10/16/90	Bill Speicher asked that (during the next Safety Committee meeting) we brainstorm how to put increased emphasis on knowledge of and compliance to safe job procedures.
10/16/90	<p>Bill Speicher's Staff Meeting - Current active projects discussed:</p> <ul style="list-style-type: none"> • Menthol foil (Rejects) Test • Burley & Brit Standards • Status of testing of flavors before use • Follow-up on R.P. Hollman Report (C. Bates said not to worry about this at this time.) <p>Other discussion involved other areas of QA.</p>
10/16/90	<p>Asked Betty Fegenbush to compile minutes from September meeting notes.</p> <p style="text-align: right;">2055559114</p>
10/17/90	<p>Bill Speicher asked me to represent Louisville QA. on the New OSHA Laboratory Standard Planning Committee. I informed Bill Taylor and called Linda Gairn (Richmond Coordinator). Linda said committee members will discuss how each area plans to comply & try to work-out problems before standard becomes law.</p>

10/17/90
(Cont) Linda will be resource for training (Books, documents, videos, etc.) Standardization of safety practices in all laboratories will be one of the objectives. All members will review the Philip Morris Chemical Hygiene Plan before it is implemented. Two to three meetings are scheduled to be held in Richmond.

PHILIP MORRIS U.S.A.
INTER-OFFICE CORRESPONDENCE
Richmond, Virginia

To: Distribution Date: October 8, 1990
From: Linda L. Guinn
Subject: New OSHA Laboratory Standard

The Occupational Safety and Health Administration (OSHA) has promulgated a new performance standard specifically for laboratories, 29 CFR 1910.1450 "Occupational Exposure to Hazardous Chemicals in Laboratories". This standard was developed because the laboratory environment differs from industrial operations not only in the manner that chemicals are handled but also in the best approach for protecting its personnel. The intent of this standard is to control occupational exposures to toxic substances in laboratory settings. This regulation preempts other general industry standards and will become enforceable January 31, 1991.

A planning committee will be formed to help implement this standard. Each member will have the opportunity to discuss how their area will be affected and how they will meet the guidelines outlined in the Philip Morris Chemical Hygiene Plan. The committee will dissolve at the end of the first quarter of 1991. Please let me know your choice for a representative by October 29th. Areas that should each have one representative:

Cabarrus QA
Louisville QA
Manufacturing Center QA
Park 500 site QA
Research and Development
Richmond - QA support
Richmond - QA central
Stockton Street QA

Attached you will find a copy and a brief summary of the standard. If you have any questions, please contact me at x2115 or x4455.

Distribution:

J.M. Busic
R.A. Fenner
A. French
R.M. Gilman
S.A. Hutcheson
C.L. Irving

"ONLY BEING THE BEST WILL KEEP US FIRST"

2055559115

10/17/90 MES Meeting - Menthol Jell Rejects test Reported
10/17/90 Wednesday Afternoon Staff Mtg - Not sufficient
number of boxes (menthol) running this week here
to justify the room coverage every shift.

10/17/90	Sammy Weston called and said that she will be in Louisville on Oct 31 and Nov. 1 for training (Math Eval, internal audit & other mtgs) She said she will be able to train on all three shifts. She will get back with me with her agenda so that I can arrange for trainees to be available for training.	16
10/17/90	Dan Bloch called to tentatively set-up meeting tomorrow to discuss procedure for testing of flavors before use.	
10/17/90	Received memo "Cambridge Lights Menthol Test Blend" - Test to be run in Primary on Oct. 24	1
10/17/90	Returned white & yellow copies of Safety Award sheets to Kevin - Kept pink (employee copies) in file.	1
10/18/90	Delmar called Greg Duelsman and requested that he schedule trucks around Nov. 13. Delmar will be out of town that day. Greg said that he will leave that day open.	
10/18/90	Talked with Dan Bloch again concerning testing of flavors before use.	
10/18/90	Kevin Cornell filled out P.O. for Lab Safety video (Refer Pg. 154) and sent to me for account numbers and signatures.	16
10/18/90	Set-up procedure for handling of paperwork for drug flavors analysis	16

2055559116

- 10/19/90 Scheduled Weekend overtime for SC Room.
- 10/19/90 Sue said that, according to Winter Shutdown schedule, one vacation day had been excluded. I checked on it and it was one day short. I talked with Gene and Bill Speicher - Neither of them knew of any comp. days that had been scheduled. I called Mike Morris (E.R.) and he said that it is up to Mr. Payne to assign comp days - He has not assigned a day at this point.
- 10/19/90 Hayle on vacation next week - Asked Pat to come in at 11:00 AM and Mark to stay over a couple of hours each day.
- 10/19/90 A roll of old menthol foil was sent in from Burnett St for analysis. When the foil arrived, it was found to have been manufactured in June 1989. (Code 9180; 180th day of 1989). Marty brought to my attention that the menthol lines did not look normal and visual analysis by Bernie Clark revealed that the foil had turned slightly yellow (Baking). It was decided to reject this pallet based on appearance but asked Marty to run menthol analysis anyway - just to see what the level would be on foil that is this old. Menthol out of spec on low side. 2055559117
- 10/19/90 Proctor and Lambie Glen tankers to start heading in instead of backing in for easier offload - Notified Delmar
- 10/19/90 Menthol foil rejects test scheduled for Tuesday, Oct 23.

- 10/19/90 Pat Cary called in sick - She said that she had been exposed to fumes from a Brown Forman "sour mash" spill while walking through the Brown Forman parking lot while coming into work Wednesday. She said that she had been sick ever since. (Says she has an allergy to corn).
- 10/19/90 Returned all Stemmer and CTB standards from Bill Speicher's book to Suzanne Meekins
- 10/22/90 Chuck Veal called and asked status of old menthol foil (Refer Pg 157). I advised him of decisions that had been made and testing results.
- 10/22/90 Tammy Weston called concerning scheduling of materials evaluation tour. She asked if one of the first three weeks after the Thanksgiving Holiday would be the most convenient for them. I told her that the tour would not pose a problem on any of those weeks. However, the following week (week before shutdown) would be a bad week for tour.
- 10/22/90 Called Stu Burns concerning dry flavors analysis. He said he was not aware that we were going to start testing them. I told him we would not start until Control Samples are Recd. from Operations Services. Flavor cookroom personnel will sample - Smoke panels will do subjectives.

2055559118

10/22/90 Called Tom Liskowski concerning test plan for Menthel
Foil Rijeto test. He said no further information is
needed in a write-up. Test was included
in MES report.

10/22/90 Talked with Bill Speicher concerning testing of dry
flavors. He said that this would probably be
a topic in the next QA Managers meeting - But
to go ahead and implement (as soon as we
receive Control Samples from Operations Services)
because Steve Darrah directed that this testing
be done.

10/22/90 A/C went out in GC Room Saturday - Asked Sue
to let me know if the unit does anything
unusual this week.

10/22/90 Sue ordered labels for dry flavors testing.
Labels are removable type - can be removed
from sample & affixed to data sheet to avoid
re-writing of all info. (matl Code, code name, lot date, and
other pertinent information) with every sample.

10/22/90 Called Stu Burns - agreed to informally try
procedure this week before implementing (Testing
of flavors before use)

10/22/90 Ed Turner submitted a sample of a hose from
the Central Vacuum System in Primary.
There was some concern that it might
be PVC. FTIR analysis revealed an ethylene/
Vinyl acetate Copolymer.

2055559119

10/23/90 Called Linda Guinn - (Refer Pg 154). She had said that the State of Virginia has six months in which to vote to adopt an OSHA Regulation (State OSHA vote) so the end of the first quarter 1991 was the target for Philip Morris Compliance. I asked her if this applied to Kentucky. She said she had not thought about that but would check on it.

10/23/90 Kathy called from Inventory Control and asked if either Neoprene or nitrile rubber are approved - I told her that both were unacceptable.

10/23/90 Elvax - Trade name for Ethylene/Vinyl acetate Copolymer (Per Jammy Weston)

10/23/90 Copied & distributed Q.A. Safety minutes (Sept.)

10/23/90 Copied & distributed Safety Committee meeting notice - Mtg scheduled for Friday, Oct 26

10/23/90 Materials Evaluation Committee meeting scheduled for Friday, Oct 26. It was felt that a Conference call on that date between Bill L., Bill J., Jammy W., Delmar and myself might be more valuable to all concerned than sending Delmar to the meeting. (Per conversation with Jammy W.) New Materials Evaluation procedures will be explained. Jammy said that Louisville Purchasing may want to be involved in internal audits.

2055559120

10/23/90 Kevin Connell said (Refer Linda Quinn Pg 160) that Kentucky is a Primacy state. This means that the State-run (Kentucky OSHA) meets or exceeds the Federal OSHA program guidelines. In this case, Kentucky OSHA would determine the deadline date for compliance to an OSHA Regulation. He said he would check to see how long we have to comply to the new OSHA Laboratory Safety Regulation.

10/23/90 *Bill Speicher's Staff Meeting - Items discussed concerning Analytical/Safety/Mells Eval.

- Mentholated foil rejects test
- Send Burley & Bright Stemmary standards back to Suzanne Mehan - Completed!
- Status of testing all flavors before use - In experimental stage at present
- Testing of dry flavors - Awaiting samples (standard) from Ed Tucker.
- OSHA Lab Safety Regulation - Formation of Committee to coordinate compliance

10/24/90 MES Meeting:

- 9 Brands running this weekend - (Three menthol brands)
- 5 Changeovers this weekend (requiring 5C)

10/24/90 Wed. Afternoon Staff Mtg: Changeovers scheduled for Fri "B" Shift, Sat. "A" Shift, Sunday "B" Shift.

- Air washers cleaned Sunday.
- Swapping out maker # 47 this weekend

2055559121

10/23/90 * Bill S Mtg - Every month, personnel randomly select performance appraisals to read to Steve Durrah - (2) grade 7 (2) higher than grade 7

- 10/24/90 Went over weekend production schedule & changes with Techs.
- 10/24/90 Doug Fessel said that John Easley will handle the Cambridge Lights Menthol test and take samples back to Richmond. The only Louisville testing required will be Menthol and OV on filler before cigarettes are made. No final product testing necessary in Louisville.
- 10/24/90 Ed Tucker called - Will bring dry flavor samples to Louisville & go over testing. Will get back with me when date is decided upon.
- 10/24/90 Menthol samples on filler for Cambridge & to ment test within spec.
- 10/24/90 Menthol Foil Rejects Test - 1st Pass through Packer:
- 2 Cartons from Top - check after 24 Hrs.
 - 2 Cartons from Bottom - check after 24 Hrs.
- After 24 Hrs - Tear Packs down and run cigarettes through Packer again.
- 2nd Pass through Packer:
- 2 Cartons from Top - Check after 24 Hrs.
 - 2 Cartons from Bottom - Check after 24 Hrs.
- Two packs will be checked daily for 10 days to determine when saturation point is reached.
- 2055559122 -
- Pack menthols to be run as if cigt. alone a menthol filler brand.

10/25/90 Cambridge Menthol special - Samples taken from boxes for menthol content - Reported to Production before 9:00 AM. Analysis was required before cigarettes manufactured.

10/25/90 Ed Tucker called - Will come in Monday with dry flavor samples (standards) and procedures.

10/25/90 Talked with Keith Haynes - He will send Stu to meeting with Ed Tucker Monday.

10/25/90 Next Week:

- Ed Tucker (Dry Flavors) Monday
- Jammy Weston (Materials) Training & audit - Wed., Thurs.
- IE Class Friday/Sat

10/25/90 Jammy Weston called to schedule yearly (formal) Materials Evaluation audit - Tentatively scheduled for Nov. 29 & 30.

10/25/90 2nd Pass Through Packer (Menthol Foil Rejects Test)

10/26/90 Jammy Weston said Materials Evaluation committee postponed to Nov. 6. (in Richmond)

10/26/90 Safety Committee meeting (Quality Assurance)
Phil Daily gave a presentation on earthquake safety.

10/26/90 Instructed Jacks to analyze test packs per day -
2nd pass three packer - for ten days (Menthol Rejects test)

2055559123

10/26/90 Advised Sam Witten - Leonard's Safety solvent -
approved for shop use only.

10/26/90	Ed Tucker rescheduled for Thursday - Corporate.
10/26/90	Intuitive - According to Production changeover schedule - Sue - Sat "A" Shift; Mark - Sat "C" Shift, Marty - Sat night & Sunday night "B" Shift.
10/26/90	Changes in Primary will be updated when Tommy returns from leave. Responsibility for update has not been determined at this time.
10/26/90	Mel Dailly called - Said that 24 hours training for each Emergency Response Team member will be required for this quarter. I asked him to be sure and copy Gene, Joe and Bill T on memo so they can schedule their people.
10/29/90	Called Operator - Phone in GC Room (1647) out of order.
10/29/90	Receives results - 1 st and 2 nd pass through packer (went foil Rejects test).
10/29/90	Called Jerry Haas for asset # - Alcohol tanker sampling platform.
	2055559124
10/29/90	Called Charlie Bates - Wallman Report - Charlie went to Ed Tucker & Elmore on Friday - Mentioned that something appears to be wrong because all are low. Elmore was not aware of numbers. Elmore's group will look into it and get back with Bates. Charlie said to give Elmore a few days and call him. No need to do anything in Louisville at this time. Advised Bill Taylor.
	<u>Note</u> : Charlie said no need to do anything in Louisville at this time.

10/29/90	Received Memo - Transportation of Hazardous Materials Seminar to be given in Richmond Feb 12-14, 1991. Because of Matt covered (Pertaining to Loss Prevention responsibilities), it was felt that Loss Prevention personnel rather than QA personnel should attend. Kevin Connell agreed - Since it is a Certification course and could impact legal responsibility.
10/29/90	Ed Tucker & Woody Thomas to arrive around 9:30 Thurs.
10/29/90	Ed Tucker requested data on 9 brands to be faxed to him. Dechs started gathering data - Pat will compile.
10/29/90	Located memo written by Pam Belden in December 1989: "1990 Philip Morris Standardization of Cleaning Agents". This memo is to be used for information for internal materials evaluation audits.
10/30/90	Called Pete Howard - Refrigerator in Breakroom not keeping food cold. <u>Health Hazard</u>
10/30/90	All food removed from refrigerator - Will be defrosted and Maintenance will check.
10/30/90	Wrote work order for replacement of ceiling tile in GC Room.
10/30/90	Called Operator (10:45 AM) - No hot water in GC Room.
10/30/90	Albe Refractometer out of order - Trush approved on basis of other results.
10/30/90	Received Copy of "Proposed Flavor and Blend Consolidations" from Bill Speir.

2055559125

10/30/90 Received Draft procedure from Stu Burns
 "Flavor Preparation Sampling Procedures" for sampling
 of flavors before use. Read procedure and
 called Stu with comments. - Filed in HC Room.
 (Reference folder)

10/31/90 Received Memo - Ed Tucker - Cocoline Chocolate -

PHILIP MORRIS, U. S. A.
 INTER-OFFICE CORRESPONDENCE
 Richmond, Virginia

To: E. O. COOK Date: 10-25-90
 From: W. E. TUCKER JR.
 Subject: TRIP REPORT ON VISIT TO COCOLINE CHOCOLATE COMPANY

Due to the problem encountered with Cocoline Chocolate Company in the mixing of milk chocolate blocks with the standard chocolate liquor, Cheryl Comes of Purchasing and myself visited with Cocoline on 10-18-90. The objective of the trip was to tour and assess their facility, determine exactly how the mix up occurred and discuss measures to prevent this from reoccurring.

Cocoline normally packages each individual block in brown paper and boxes them on the production floor as they are removed from the molds. In this instance, due to a shortage of boxes, the employees placed the remaining blocks in brown paper and placed them on a pallet where they were taken to the warehouse and later packaged. During this packaging in the warehouse, there was milk chocolate in brown paper on a pallet in the same area which was mixed. The vendor has stated that two pallets is the absolute most which could have been shipped. One was found at the Manufacturing Center. Cocoline will go through the remainder of the lot when it is returned and notify us of findings.

The severity of a mix up of this type and the possible ramifications on our product quality was stressed to Cocoline. The following measures were agreed too by the management of Cocoline in preventing this from occurring again:

- 1) Cocoline will only package P.M. product on the production floor at the point where it is removed from the mold and not in the warehouse.
- 2) Cocoline will not manufacture P.M. product until sufficient packaging material is on the production floor to complete a order.
- 3) Cocoline will wrap P.M. blocks in a different packaging from other customers in order to identify our product.
- 4) Cocoline will place their name on the boxes to make it easier for P.M. personnel to locate and identify their product.
- 5) Cocoline will send to my attention a certificate of analysis for each lot of PEIREO shipped to P.M.

The management of Cocoline clearly understands the severity of this mix up and is willing to take any measures in preventing it from occurring again.

W. E. TUCKER JR.
 W. E. TUCKER JR.

cc: C. G. BATES
 C. M. COMES

2055559126

10/31/90 Jammy Weston in Louisville - Materials Evaluation -

10/31/90 MES meeting

10/31/90 Wed. Afternoon Staff Mtg; Missed because
 of conflict with Bill Speicher's Staff Mtg.

10/31/90	Info from Wed afternoon Staff Mtg obtained from Del - forwarded to Techs and PC Supervisors.
10/31/90	Received removable labels for dry flavor sampling. Went over subjective procedure for dry flavors with Barbara.
10/31/90	Gayle will order zip/lok bags for dry flavor analysis (less expensive than Whirl Pac bags).
10/31/90	Called Stu - Mtg with Ed Tucker tomorrow.
11/31/90	Bill Speicher asked me to call Kevin Connell - Painters outside Lab windows with cardboard hanging over edge of scaffolding - scaffolding uneven. Kevin called Project Coordinator.
10/31/90	Missed Wed. afternoon Staff Mtg - Conflicted with Bill Speicher's staff meeting. Obtained Info from Del (Wed afternoon Mtg). Forwarded Info to Techs & PC Supervisors.
10/31/90	Maths Eval Committee meeting rescheduled for Fri., Nov. 9.
10/31/90	Obtained PO # for Job Order for ^{new} LSC.
11/1/90	Problems with seals on Glen's truck. Richmond contacted Vendor & received assurance that problem originated at vendor's facility. Tanker carefully checked & accepted.
11/1/90	Defrosting refrigerator in breakroom so Maint. can look at it. Not keeping food cold enough -

2055559127

- 10/1/90 Jimmy Weston training Analytical employees
(Maths Eval)
- 11/1/90 Attended dry flavors Mtg chaired by Ed Tucker.
Ed brought Control dry flavors to Louisville
with him and gave them to us (one set to
Q.A., one set to flavor cookroom) at the meeting.
- 11/1/90 Sent Gayle to LSPP Lab to troubleshoot KC.
- 11/1/90 Talked with Stu Burns about labeling of
flavor samples. There have been instances
of labeling of samples indicating that
sample results needed within a few minutes
when production schedule indicates that the
brand will not be run for 10-12 hours. He
is checking into it.

2055559128